

Vacancy Announcement
CE 02/15
UNITED STATES COURT OF APPEALS
FOR THE THIRD CIRCUIT

Announcement Date: **February 3, 2015**

Position Title: **Information Technology (IT) Technician**

Location: **Philadelphia, PA**

Closing Date: **Open until filled (Preference will be given to applications submitted by February 24, 2015).**

Classification Level: CL-26 (\$45,495 - \$73,920) based upon qualifications and experience.

Position Overview

This position is located in the Circuit Executive's Office of the Third Circuit Court of Appeals. The incumbent is responsible for various end user support activities, which include providing day-to-day support and training for end users, installing and configuring computer hardware and software programs, and performing routine troubleshooting. The Circuit Executive's Office supports the U.S. Third Circuit Court of Appeals, district courts and bankruptcy courts within the Third Circuit, which includes Delaware, New Jersey, Pennsylvania and the U.S. Virgin Islands.

Duties and Responsibilities

- Provide day-to-day end user support with Lotus Notes, Microsoft Office, Adobe Acrobat, and national and customized applications.
- Assist in supporting Active Directory environment.
- Assist in supporting Virtual Infrastructure servers, desktops, and storage.
- Install and configure new software applications.
- Troubleshoot routine IT equipment and software problems.
- Travel to divisional offices and other locations when necessary.
- Perform other automation-related duties as assigned.

Qualification Requirements

A high school diploma, or equivalent, is required. A Bachelor's degree in computer science or related field from an accredited four-year college or university (or equivalent experience) is preferred. A successful candidate must demonstrate at least two years of general office experience or other work that indicates possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position. At least one year of specialized experience at or equivalent to the next lower grade in federal service is required. An applicant must demonstrate excellent interpersonal and communication skills (oral and written), with the ability to listen and quickly discern customer needs and priorities. Time management skills, ability to handle multiple tasks simultaneously while also meeting deadlines are required. Accuracy and attention to detail are exceptionally important. Excellent collaboration skills with IT and other court staff is a must. A candidate who demonstrates initiative and an eagerness to learn and take on new challenges will be especially appealing. An

interest in emerging technologies, i.e., Cloud technologies, mobile technologies is preferred. Educational substitutions may apply for general experience.

Benefits

Federal benefits include paid vacation based on years of service and/or experience, paid holidays, sick leave, health and life insurance plans, Federal Employees Retirement System, long-term care insurance, and the Thrift Savings Plan (similar to 401K plan).

Conditions of Employment

Must be a United States citizen, or must meet the requirements established by current appropriations law. Positions with the U.S. Courts are excepted service appointments. Excepted service appointments are “at will” and can be terminated with or without cause. Employees will be hired provisionally pending the results of a fingerprinting background check. Direct deposit of pay is required.

Application Instructions

Submit résumé, cover letter, and references at www.ca3.uscourts.gov/vacancy-announcements.

The U.S. Court of Appeals is an Equal Opportunity Employer